COUNTY NEWS

PUBLISHED FOR EMPLOYEES OF THE COUNTY OF SAN DIEGO

October 2007

Breakfast Honors CECO Recipients, Countywide Giving Campaign Underway

With grants helping organizations from daycare to senior care, from the medical to the musical—and everything in between—the County Employees' Charitable Organization is once again providing more than 100 local non-profits with seed money to fund projects that will positively impact San Diegans.

A CECO grant of $5,000 will go toward purchasing food for the Mama's Kitchen program to deliver meals to San Diegans affected by AIDS.

"We try to fund the whole county, geographically spreading out the money as much as possible to as many non-profits as possible," says CECO President Jennifer Uebbing, an employee of the Registrar of Voters.

CECO, which exists as a means for County employees to give back to their community, will hand out just over $303,000 to 127 community organizations on the morning of October 10, at its grant allocations breakfast. That amount includes $30,000 earmarked for the Government Employee Crisis fund and $50,000 toward organizations in Supervisor Greg Cox's district, which was donated by Supervisor Cox last year as part of CECO's 50th anniversary .

An additional $10,000 has been held back by CECO as a reserve for the crisis fund, in case the needs of employees served by the fund exceed the money allocated, as it did this year. Another $15,000 in designated contributions will be handed out in February. These funds were contributions by employees who asked that their donation be used to fund one or more specific agencies.

October is also the kickoff to the combined CECO and United Way annual giving campaign. The County's combined campaign runs October 1 through November 30 and during that time most departments will provide their staff with the opportunity to get involved in the County's highest profile community giving effort. Last year, County employees collectively increased donations by 14 percent, with a pledge to contribute approximately $350,000. This year, each Group within the County is setting its own goals in terms of participation and money raised.

Jean Shepard, Health and Human Services Agency director and the County's campaign chair, says:

"Every day brings a new story on the great work the County does for its residents. The annual United Way/CECO Campaign gives us the opportunity to reach out on a more direct and personal level to help those who most need it."

To learn more about the campaign, contact your department representative.

For more information about CECO, contact **Jennifer Uebbing** or visit the **CECO Web site** . While each department has one or more CECO representative, the organization is seeking additional volunteers to help with the annual campaign, as well as to serve on next year's grant allocations committee.

Talk About Togetherness...

Do you participate in a knitting circle, bowling league, softball team, aerobics class, or volunteer effort with any of your County colleagues? If so, County News *would like to hear about how you connect with your fellow County employees outside of the office for an upcoming feature article.*

Any activity, so long as it is respectable and regularly scheduled, will be considered for inclusion. An occasional mall outing probably won't make the grade, but it can be something as simple as a long-standing Shop-Till-You-Drop date or pilgrimage to a favorite restaurant to celebrate good times.

E-mail **County News** *by Friday, October 12 to share your story.*

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Health & Wellness Expos

Employees can enjoy free food and festivities, pick up health information, and talk one-on-one with County Employee Benefits staff and health plan representatives at three Health Benefits & Wellness Expos hosted by Human Resources in October.

The expos will be held on consecutive Wednesdays: October 3 on the lawn of Building 2 at the County Operations Center, 5555 Overland Avenue in Kearny Mesa; October 10 in Harborside Park at HHSA's South Bay regional office, 690 Oxford Street in Chula Vista; and October 17 in the Jury Lounge of the North County Regional Center, 325 S. Melrose Drive in Vista.

In addition, the fourth annual Children's Health & Safety Fair on Saturday, October 27 at the County Administration Center will feature fun giveaways, fire safety demonstrations and vital health information. County employees are encouraged to bring family (especially children) and friends; the event is open to the public. The fair goes from 11 a.m. to 2 p.m. in the CAC's north parking lot.

News Briefs

Retirement Election Coming Up

The current terms of the Board of Retirement's Safety and alternate Safety seats both expire December 31, 2007. All active Safety members are eligible to run for the seats, and those interested in running can pick up a petition from the SDCERA office beginning October 1, at 2275 Rio Bonito Way, Suite 200 in Mission Valley. Petitions must be returned in person to SDCERA no later than noon, October 23. If there are two or more qualified candidates, an election will take place and active Safety members will be sent ballots by County mail in early November.

To elect the alternate Safety member there must be at least one candidate from each Safety group: active law enforcement and probation officers. The runner-up candidate of the group not represented by the winning candidate is automatically selected as the alternate. The elected candidates serve three-year terms, beginning January 1, 2008.

The Board of Retirement governs the benefits and investments of the retirement fund. To learn more about Board member responsibilities, go to the **Board of Retirement page** on the SDCERA Web site.

Funding the Future

The Treasurer-Tax Collector will host an Investment & Retirement Symposium on Wednesday, October 24 at the Four Points Sheraton Hotel, 8110 Aero Drive in Kearny Mesa, from 6 to 9 p.m.

Open to all current and retired County employees, the event will focus on the Deferred Compensation Program, and features guest speakers George Chamberlin, Executive Editor of San Diego's daily business newspaper, *The Daily Transcript*, and host of KOGO's "Money in the Morning" radio program, and Alan Levenson, Chief Economist at T. Rowe Price.

The symposium costs $15 per person or $25 per couple, and includes dinner and free parking, plus raffle prizes and giveaways for the attendees. Pre-registration is required; please call the Deferred Compensation Department at (619) 531-5840 or Lyn Howarth at (619) 531-5454 for more information.

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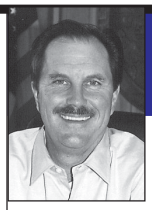

In Walt's Words

Think Like A Good Scout

Be prepared. Here at the County, that advice is important in so many ways. From utilizing the latest technology to responsibly saving money in reserves, we try to be ready for whatever comes our way. While the County handled the 2003 wildfires very well, we learned many things that have enabled us to improve. As we come upon the four-year anniversary of those devastating fires, we can look ahead knowing the County and the region is better prepared for the next disaster.

Again, I want to thank all those employees who worked during the 2003 fires and thank all of you who have worked since to improve our readiness. We don't have to wonder if disaster could happen here; we know it can. And, from the wildfires, we know how we will respond: valiantly, working overtime for days on end to save the lives, property and hope of County residents.

Each and every one of you is in a unique position when disaster strikes: you are not only an employee of this County, but a resident of this community. Depending on the scale and scope of an emergency situation, you could find yourself looking out for both those you care about in your personal life, and those you serve in your role as a public employee. The County's new "Be Aware, Be Prepared" campaign is intended to give you the tools you need now so that you can be better prepared to fulfill all of your responsibilities when a disaster strikes.

...You could find yourself looking out for both those you care about in your personal life, and those you serve in your role as a public employee.

Every County employee is a disaster services worker, and this is a great responsibility. In an emergency, we may be called upon to provide service to those in need, even more so than usual. Some employees, such as deputy Sheriffs or those on road crews, will be asked to actively perform their traditional job duties. Other employees will shift their focus to supporting the County's Emergency Operations Center in roles similar to their regular duties, and still others will take on such tasks as delivering supplies, managing phone calls or assisting in shelters.

Of course, when disaster strikes, the first priority is the safety of yourself and your loved ones. So, while we all have an obligation to report for duty, everyone is first expected to secure the safety of their immediate family. During the 2003 wildfires, many employees worked 24 hour days while not knowing whether or not their own homes had burned. Fortunately most of them had taken care to ensure the safety of their loved ones and consequently were able to focus on their jobs and on the safety of fellow San Diegans.

Since the 2003 fires, more than 133 action items have been identified and implemented. Site Emergency Response Plans have been updated to safely evacuate employees, and the public they serve, from County facilities in the event of an emergency. We installed a reverse-911 system that can alert affected residents of looming emergencies and we are poised to unveil a new, state of the art mass notification system in the weeks to come.

Last year, every County department developed a Continuity of Operations Plan so that the County's most essential services are uninterrupted during

(Continued on page 3)

Records Retention Program More Than Managing Paper

Imagine if an employee never cleaned off his or her desk. File folders from projects long since completed collect dust next to the keyboard. Sticky notes and binder-clipped reports gather on top of one another for years. Chances are, performance would suffer; productivity would be low.

That same idea applies to departmental records retention. Currently, there are 39,500 boxes of files with *no* destruction date sitting in Iron Mountain, the County's records storage facility. In addition, there are 12,700 boxes of files in Iron Mountain that have been stored well *past* their destruction dates.

The law often mandates the length of time the County is required to keep its documents. For example, Human Resources must retain all employee master files for five years after an employee's date of departure; HHSA must retain all adoption records for 75 years. After awhile, all of those file folders and documents add up. In fact, they add up to 163,000 boxes at Iron Mountain alone, not to mention the multitudes of other files stored at work sites throughout County facilities.

Managing all that paper is time-consuming and expensive; the County spends an estimated $20,000 a month on storage, in addition to the costs of filing, retrieving and transporting documents in and out of storage.

As the County operates in the Information Age, managing content has become a high priority. So important, in fact, that it is now a critical part of Quality First. The initial phase of the Countywide Enterprise Content Management Program requires that by June 30, 2008, all departments reduce the number of boxes stored without a retention date to zero, and reduce the number of boxes stored past a retention date by 40 percent.

Rich Grudman, Program Administrator for Documentum and Records Services, explains that this Countywide effort is about much more than just managing paper; it's about moving forward into the 21st century.

"Content management is not only about managing the physical paper we have on file," he says. "It's about taking it one step further, and reducing the amount of paper stored Countywide by turning hard copy files into electronic files. Storing boxes can be expensive and increases the risks of damage and loss of records. Moving to electronic storage means much less risk for the preservation of important records."

For more information about the Enterprise Content Management Program, visit http://cww.co.sandiego.ca.us/purchasing/records_services/index.html.

Stayed tuned for more County News articles highlighting departmental success stories in records management.

Records at a Glance:

- 39,500 boxes of files sitting in the County's records storage facility are stored with *no* destruction date.
- 12,700 boxes of files are stored well *past* their destruction dates.
- The records storage facility is currently storing 163,000 boxes of County documents at an estimated cost of $20,000 a month.

In Walt's Words *(continued from page 2)*

an emergency. This means that every department should be able to resume its most critical functions within 12 hours of an emergency. Under the plans, those functions can be sustained through dire conditions for up to 30 days. Of course, no plan can ever be airtight when trying to foresee the unknown, but we have worked hard and tried to address every possible scenario.

That is exactly what I hope you will do; be prepared for whatever comes our way. Stock first aid and emergency kits, in the house and the car. Determine where you would meet your family if separated, and agree upon an out-of-state relative who can be everybody's contact person. Consider the special needs of children, pets, or the medically dependent. Be aware of those needs, and be prepared to address them. It's that simple.

Think about how much the County's residents depend on you and your colleagues during the normal course of business each day. That need exponentially increases during a disaster. We can't let our friends and neighbors down. Please make time to do emergency planning with your families, so that when called upon, you can help care for others.

Walt

Walt Ekard
Chief Administrative Officer

Flu Shot Schedule

Get your flu shot and stay healthy during the winter. Free flu vaccines will be available to County employees at the following locations & times:

Monday, Oct. 22 – 8 a.m. to 5 p.m.
County Administration Center
1600 Pacific Highway, San Diego
Room # 302 / 303

Tuesday, Oct. 23 – 8 a.m. to 5 p.m.
Hall of Justice
330 W. Broadway, San Diego
Room 363A & 363 B

Wednesday, Oct. 24 – 8 a.m. to 12 p.m.
East County Regional Center
250 E. Main Street, El Cajon
Dianne Jacob Room - Suite I-69

Thursday, October 25 – 8 a.m. to 4 p.m.
County Operations Center
5555 Overland Ave., San Diego
Advisor's Office - Bldg 4 Conf room

Friday, October 26 – 9 a.m. to 1 p.m.
South Bay Regional Center
500 Third Ave., Chula Vista
Law Library

Friday, October 26 – 12 to 4 p.m.
North County Regional Center
325 S. Melrose Dr., Vista
Room # 1A (shared conf room)

Documentary on Homeland Unites Parks Employee with Sister

Parks and Recreation Public Affairs Officer Mina Nguyen in Vietnam this summer. The journey was both professional, working on a freelance project she started before working with the County, and personal, in that she was reunited with her sister after almost 30 years separation.

Mina Nguyen, Public Affairs Officer for Parks and Recreation, remembers little of her experience coming to America when she was about four years old, but knows her journey was part of a historic time in which thousands of Vietnamese took refuge in the United States following the Vietnam War.

"At the time that we left, we could only grab everybody and leave," Nguyen says. Her older sister was with a relative at the time and couldn't be reached. Her father was a target of the communist government because he had fought with the Americans during the war. The family made the hard choice to leave when the opportunity presented itself—and the even harder choice to leave Nguyen's sister behind.

Though the family was able to reconnect with her sister in the 1990s, it wasn't until a few months ago—almost 30 years after being separated—that Nguyen was able to meet her face to face.

A former television news reporter, this summer Nguyen took time off from her County job to travel back to Vietnam for the first time as part of a documentary project that she'd been working on since before she started with Parks and Recreation last spring. The documentary is a look at the contrast between the Vietnamese people who made it to America, and those who stayed behind.

With such a personal connection the topic, Nguyen admits that her original enthusiasm for the project was subdued once she saw firsthand the life her sister had been living.

"In her emails she would talk about her successful life, so I thought everything would be fine," Nguyen says. "I knew there was a lot of poverty, but it didn't seem that she lived in it."

Success, Nguyen learned, is relative to what you are accustomed to: her sister's family owns a restaurant and snake farm, and on a good month they make about $100. While they are not poor, their home was what Nguyen could only describe as an upper class hut. The town itself reminded Nguyen of her visits across the border to the poorer sections of Tijuana.

"These are people who look just like me. It was pretty profound," she says.

Although the fate of the circumstances had taken, their lives downdrastically different paths, Nguyen said they did feel an immediate connection and have since kept in touch more often via email. The documentary she journeyed to Vietnam to work on is still in production, with the hope that it can be sold to Vietnamese cable stations when it is completed.

Newsmakers

Teri Baracz, County Vital Records Manager for the Health and Human Services Agency, received a Certificate of Excellence from the State of California in recognition of the excellent work done on the Electronic Death Registration System (EDRS) project. Introduced in March 2006, this Web-based system provides the ability for coroners, funeral directors, doctors, and hospitals to submit electronic death certificates for registration 24 hours a day, which in turn expedites the ability to process burial permits. In San Diego, 99.54 percent of deaths in San Diego are registered through the EDRS.

Rob Lafer, Child Support Services' Chief Legal Counsel, was elected to the National Child Support Enforcement Association's Board of Directors. NCSEA is a nonprofit organization representing professionals and organizations within the child support community providing services to child support professionals, agencies, and strategic partners through professional development, communications, public awareness, and advocacy to promote the well being of children. Lafer will co-chair the Policy and Government Relations: Emerging Issues-Policies, Best Practices Subcommittee.

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Bill Horn, District 5

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Walter F. Ekard

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COUNTY NEWS Extra

'Tweenie' Program a Purr-fect Match for Caring County Workers

Jacqui Riley's family always seems to be taking in stray animals. A boa constrictor, some turtles and even a bunny are among the creatures that have found a safe haven in her home until they could be placed elsewhere.

So, it probably was no surprise to anyone who knows this Help Desk supervisor with the Sheriff's Data Services Division that when Animal Services looked to County employees for help in providing foster homes to a special group of at-risk kittens called "tweenies," her family would be among the first to respond.

"Tweenies" is the name given to kittens between five and eight weeks of age, typically past the point of needing bottle feeding (if they were separated from their mother) but not ready to be spayed or neutered (which is legally required for adoption to take place). Because the County's animal shelters take in an average of 19 kittens a day from April to October, during the height of what is referred to as "kitty season," Animal Services needed help. According to Animal Services Director Dawn Danielson, tweenies typically don't thrive in a shelter environment. They need more individualized attention than what the staff can afford.

To give these kittens the best shot possible to quickly get adopted into loving homes, Danielson put out a call for help to County employees to become foster families. The response was overwhelming: the volunteer coordinator's phone lines were jammed and she received roughly 500 email responses from people offering their homes.

"The County employees really stepped up to the plate," says Danielson. "It shows the depth of character of our employees who are willing to give of their time."

Time and love were the only two ingredients needed to be successful foster families. Animal Services supplied the rest.

Jacqui Riley (left), of the Sheriff's Department, along with her daughter Heather (center), was the first County employee to take in kittens as part of Animal Serivces Tweenie foster family program. Jennifer Jordan (right) organized foster care out of the South County Shelter.

"They [Animal Services] were so organized when we got there," Riley said about her experience meeting her first foster kittens. "When we walked out the door we had disposable litter boxes, kitty litter, dry food, wet food, bowls, a blanket, a bed and a toy. It was just a pleasant surprise to know that you were really set up."

Riley said that she saw this as an opportunity to "help these little babies get a good start in life."

She liked the idea of being free to give them the love and affection they needed, without having to worry about what the future held for them. She knew that if they went back to the shelter thriving, finding a home wouldn't be a problem, and her home would be free to care for the next group of tweenies.

Though it's too early in the program to gauge its effectiveness statistically (the first tweenie cared for by a County family was adopted over Labor Day weekend), one thing is for sure:

"The County volunteers have done a great job caring for the kittens, we couldn't have done it without them," says Danielson.

She explains that in a shelter environment, tweenies are at a number of disadvantages that affect their health, and ultimately their adoptability: they are more susceptible to illness, they aren't socialized and they tend to gain weight at a slower rate (which means a longer wait time until they can be spayed/neutered).

"This really helped the department save lives," she says.

Because the tweenie program started late into "kitten season," only about a fourth of the County employees who volunteered their homes have been called into action. Danielson says that the department has kept all of the volunteers' names and next year they'll be starting the program as soon as they see a swell in the kitten shelter population, most likely sometime in April.

For more information about the Tweenie foster family program , contact Heidi Moore at (619) 767-2611.

News Briefs News Briefs cont.

Challenge Awards

Two County programs received Merit Awards from the California State Association of Counties Challenge Awards competition. Aging and Independence Services' Intergenerational Games pair seniors with local schoolchildren for physical and mental challenges. Now in its sixth year, the games first started in the South County at the Olympics Training Center; they have since expanded to four different venues, including two in East County and one in Central San Diego.

The Tutor Connection program provides free high quality tutoring services to current and former foster youth between ages 5-21. The tutors are future teachers, and the Tutor Connection has grown from one class of 30 future teachers to as many as 150 in any given semester. To date the Tutor Connection has educated more than 1,100 future teachers and offered services to approximately 1,500 students in foster care.

The winners will be highlighted in a special 2007 Challenge Awards Program directory and on the **CSAC Web site**.

County Recognized as Model Community

Public Health Services has received one of five national Model Community awards from the Terrorism Injuries: Information, Dissemination and Exchange (TIIDE) program of the Centers for Disease Control and Prevention. The award was in recognition of the County's integration of Public Health and Emergency Medical Services, and reflects the steps taken to strengthen partnerships to better protect the community in a mass casualty event.

The recognition was particularly meaningful because selections were made by the TIIDE member agencies, which include prestigious medical organizations such as the American Medical Association, American College of Surgeons, American Trauma Society and the National Association of Emergency Medical Services Physicians.

Reflections Students Taking Forgiveness to Heart

The wards at Reflections Central, a Probation school for kids who cannot function appropriately in a regular school setting, are being asked to forgive those who have caused them pain and search for reconciliation instead of revenge. That is the message of Azim Khamisa, who tragically lost his only son to a senseless shooting by a gang member trying to impress his peers.

After learning of his son's death, Khamisa reached out to the grandfather and guardian of his son's murderer. Together they formed the Tariq Khamisa Foundation (TKF). The TKF's mission is to stop children from killing children and break the cycle of youth violence by inspiring nonviolent choices and planting seeds of hope for our children's future. This mission unites perfectly with the Probation Department's Breaking Cycles program and the mission of every probation officer.

Azim Khamisa, whose son was murdered, brought his message of forgiveness to the students at Reflections Central.

The impetus behind TKF is Khamisa's belief that there were more victims than just his son the day he was killed. He saw the pain it caused the assailant's family. He saw how the assailant himself, only 14 years old, had been led down a tragic path through a series of poor choices leading up to the murder.

Reflections Senior Probation Officer Tyra Myles met Azim at a conference recently and asked for his assistance in working with the youth in the program. He graciously donated the TKF six-part curriculum which includes Tariq's story and how youth can deal with conflict in non-violent ways. The Reflections youth were encouraged to write journal entries about how they feel and what direction they want to go in life.

The culminating experience for the 50 youth came on September 11 when Azim made a personal visit to Reflections to re-enforce his message. Along with telling the kids it takes more strength to forgive than to lash out, he asked the kids to come and join his foundation when they turn 18 years old. The kids had many questions and seemed to be genuinely moved by Khamisa's story and how he embraced his son's killer instead of embracing bitterness. Several students asked to personally meet Khamisa after his presentation.

"I was excited that so many students identified with Azim and have been taking his challenge to heart. I am optimistic that several students will actually make changes in their lives due to Azim's influence," says Myles, who plans to continue using the TKF curriculum on a regular basis.

News Briefs News Briefs cont.

County Earns Second Credit Rating Upgrade

The County has earned its second credit rating upgrade this year, this time by Standard & Poor's Ratings Services (S&P). The County's underlying credit rating was raised to AA+ from AA. Additionally, S&P upgraded its rating to AA from AA- on the County's outstanding long-term debt, including pension obligation bonds and certificates of participation, used to fund capital projects.

Combined with the County's June upgrade to AA+ by Fitch Ratings, the County has now received ratings upgrades from two of the three national municipal credit rating agencies, making San Diego County one of the highest rated urban counties in California. The report detailing the upgrade from S&P states that the County's financial position "demonstrated another year of improvement" and "indicates very strong operating results."

Improved credit ratings signal investors and the public that the County continues to act as a responsible steward of taxpayer funds. Improved credit ratings can help save tax dollars by reducing the costs to the County of issuing future debt.

County 'Retires' Highest Retirement Debt

In August, the County made a $100 million dollar contribution that paid off the County's highest interest rate retirement debt. Held in Public Income Notes, or PINES, this debt was a portion of the pension obligation bonds issued in 2002. By paying off the PINES, the County saves approximately $149 million in interest payments over the life of the debt.

This payment marks a significant milestone in the County's fiscal management and was made possible through prudent use of available one-time funds. In addition to saving taxpayer money, paying off PINES gives the County the ability to secure bond financing for future capital projects.

Barnett Ranch Preserve Opens

Barnett Ranch Open Space Preserve opened to the public on August 4. The 700-acre preserve in Ramona offers the public access to approximately four miles of trails through a variety of habitats. The public is now welcome to hike, bike, or ride horses along the miles of multi-use, non-motorized trails, enjoying scenic views and observing wildlife including golden eagles, white-tailed kites, orange-throated whiptails and the rarely seen ringtail.

From the late 1800s until recently, Barnett Ranch was a working ranch with cattle and field crops. The County acquired the Ranch for inclusion into the Multiple Species Conservation Program (MSCP) Subarea Plan.

Citizens Academy Webcast Launched

District Attorney Bonnie Dumanis launched a live webcast on the **District Attorney's Web site** as part her office's Citizens Academy. The Citizens Academy is a free, ten-week course designed to demystify the criminal justice system for members of the public.

The webcast was one of eight that will be provided as part of the Academy. Scheduled topics include sex crimes, stalking, public integrity, ballistics/firearms, witness protection, Internet Crimes Against Children and more. Webcasts will also be available as on-demand videos on the DA's Web site.

Test Levels Rise at Juvenile Detention Facilities

A report from the County Office of Education highlighted that wards in County juvenile detention facilities have increased their California High School Exit Exam (CAHSEE) passing rates. The juveniles raised their math passing rates from 9 percent in 2001 to 70 percent in 2007. For the same time period, English Language Arts passing rates increased from 24 to 75 percent, respectively. The achievement gap between white and Latino and black students decreased from 31 to 13 percent in math and 21 to 10 percent in English Language Arts from 2005 to 2007.

Flight to Fight the Bite

Environmental Health's Vector Control has increased its surveillance and outreach to identify and treat "green" swimming pools. "Green" swimming pools are those that turn green because they have no functioning circulation system. They are great mosquito breeding factories and are becoming a problem countywide due to an increase in home foreclosures. Aerial surveillance is being conducted with assistance from the Sheriff's helicopter. In addition, realtor associations are being called upon to assist in identifying "green" swimming pools.

Law Enforcement Expo

The Sheriff's department is hosting a free Law Enforcement Expo on Saturday, October 20. Open to the public, the expo will feature exhibits from more than 50 local, state and federal law enforcement agencies. The event runs 10 a.m. to 3 p.m. at the County Administration Center and includes a free Kids Zone and child identification kits, plus access to Megan's Law information. For a copy of the event flier, go to **www.joinSDsheriff.net**.

County Television Network Shows Off New Site

CTN launched its redesigned Web site, featuring an updated look and providing more access than ever to CTN programs. Segments of shows produced by County staff can be previewed, and users can also watch CTN live through the site's new streaming software. To catch up on CTN programs such as County Chronicles, Down to Earth, Java Jams and Sam the Cooking Guy, as well as Board of Supervisors' meetings, visit **www.ctn.org**.

[Ver•ba•tim]

Cartographic Services (Public Works) received praise from the Public Defenders Office on a rush request.

"I have constantly been pleased with the finished product your teams have provided and I have really appreciated the courtesy and efficiency with which you have always completed any request. Thank you once again for another job well done."

Alice Re (Clerk of the Board) so impressed a client with her courtesy and knowledge that he wrote "I simply love doing business with your staff."

"I recently applied for a passport and Alice Re helped me... She even called to notify me that I overpaid the US Department of State $30! Customer service is definitely the hallmark of your operation."

Kathy Kobleur (ARCC/County Clerk) came to the rescue of a couple who were denied boarding because of a mix-up with the name on one of their airline tickets.

"Thank you for expediting a copy of my marriage certificate. We were able to board the plane, which would have been impossible without your quick work. It made a huge impact on us."

Roy Pickering (Public Works, Cartography Unit) did such a fine job helping a client obtain building permits that she wanted his department to know about it.

"He was able to locate what I needed on his computer, print the required maps and answer my numerous questions. I appreciate the time he took... I am glad you have a person like Mr. Pickering in your department."

Evelyn Hunnewell (ARCC/Marriage Room) helped a couple overcome a problem that could have ruined a wonderful ceremony.

"(We) just wanted to thank you for your special touch on our wedding day. An obstacle placed in front of us would have been an issue with the Army. You went out of your way to accommodate our situation."

Cris Espino (Child Support Services) was given accolades from a very satisfied parent who called her "wonderful."

"She showed empathy to my needs. She was very helpful with all my questions. I wish all of your workers were like her."

County Library customers from various communities praised their local libraries and their staff.

El Cajon Branch: "Always great service—I especially want to praise **Fred (Rosen)**, who is the best librarian I've ever met, and I'm 60. Friendly, knowledgeable and a pleasure."

Vista Branch: "Every time I come here and see the many people from all walks of life who use the library, I feel glad to see my tax dollars going for this!"

San Marcos Branch: "We had a speedy and friendly checkout with **Sally (Mills)**. Also **Laura (Zuckerman)** was very helpful and friendly. She went above and beyond to help me and my children."

Rancho San Diego Branch: "With the assistance of excellent staff, I was able to get excellent grades in my college and got a scholarship."

Descanso Branch: "**Peggy (Machado)** enabled me to cure myself from a life threatening illness by researching and obtaining the books I needed to do so. Thanks so much."

Whitney Antrim (Public Defender) received praise from a grateful client for a job well done.

"My career was in jeopardy, and because of Whitney's efforts, I am again secure in my profession. She is certainly an asset to the Public Defenders office, and Whitney's zeal for the law is commendable!"

Aron Miller (Assessor/Recorder/County Clerk) created a favorable impression for his office with a very satisfied customer.

"Thank you so much for having such great people such as Aron Miller working with your computer systems. Aron's knowledge base is a great reflection upon you."

Victoria Bets (Child Support Services) received a letter of appreciation for her help and support.

"I just wanted to say 'Thank you' for all the help she has given to us. She is always polite and she handled our problem efficiently and correctly."

Jessica Cruz (Assessor/Recorder/County Clerk) was acknowledged for providing "outstanding help and customer service."

"When I thanked Jessica for her help she did not hesitate to let me know there were others that helped getting this issue resolved. This to me shows she is a true team player and asset to any organization."

County Parks and Campgrounds (Parks and Recreation) continue to receive accolades from happy campers and visitors.

"We just spent two nights at William Heise and it was very relaxing for my wife, myself and our three children. I must commend the staff at the site for doing a great job of taking care of the facility. We are looking forward to returning."

"San Diego park campgrounds are great, as is the reservation system. My kids especially like the playgrounds."

"I have always enjoyed camping at San Diego county parks and hope they continue to provide these amenities to San Diego residents."

The **Mapping Division (Assessor/Recorder/County Clerk)** impressed a customer with its service and friendly staff.

"From the receptionist to the map technician to the reviewer of my form, everyone was pleasant, took their time with me, and was knowledgeable. Your staff deserves to know they are doing a great job!"

Carmen Castillo and Ivon Romero (Child Support Services) won over a custodial parent with the good service and attention that they provided.

"Being the absent parent, I believed they saw me as the villain. However, I was made to feel comfortable and had confidence in the way they would deal with my case."

Cathy Caler (ARCC/Realty) was recognized for her exceptional work by a customer who stated, "She is the epitome of phenomenal service."

"My clients and I are absolutely thrilled! I am beyond impressed with Ms. Caler's intelligence, competence, work ethic, and sincere desire to help."

See next page for more Verbatim submissions

Comments from satisfied customers served by County employees.

Service Awards

35 years
Milton L. Jeffries (Wastewater Management)
Kenneth M. Johnson (Facilities Management)
Leonard W. Pollard II (County Counsel)
Donna M. Rafenstein (Health & Human Services)
Lynn Steinke (Health & Human Services)

30 years
Arthur Badillo (Child Support)
Terry T. Bozarth (Public Works)
Elizabeth M. Eskola (Health & Human Services)
Charlien Heckeroth (Auditor & Controller)
Gerald A. Hunter (Air Pollution Control)
Antonietta L. Hyde (Child Support)
Eric L. Swanson (Public Works)

25 years
Kathleen Astor (Health & Human Services)
Ernesto Carrillo (Sheriff)
Guy E. Chambers (Sheriff)
Elizabeth Delavega-Cobb (District Attorney)
Anna N. Pasion (District Attorney)
Michael G. Rodelo (Sheriff)
David L. Smith (Facilities Management)
Donnie Sossaman (Sheriff)

20 years
Flavio Alfaro (Sheriff)
Arthur A. Ayala (Sheriff)
Marjorie W. Bremer (Probation)
Maria Campman (Health & Human Services)
Michael Chertkow (Facilities Management)
Frances E. Cruz (Child Support)
Mary Darosa (Health & Human Services)
Mary L. Ferrell (Auditor & Controller)
Valerie J. Finch (Sheriff)
Donald R. Galjour (Sheriff)
Tanya J. Johnson (Assessor/Recorder/County Clerk)
Roy D. McKenzie (Health & Human Services)
Thomas M. Middleton (Fleet Services)
David H. Moss (Sheriff)
Lory M. Perfect (District Attorney)
Ernest E. Phillips (Public Works)
Cristina M. Robles (Health & Human Services)
Virgie M. Romero (Chief Administrative Office)
Nelson P. Salazar (Assessor/Recorder/County Clerk)
Lisa R. Snowden (Health & Human Services)
Valerie R. Summers (District Attorney)
Laurel G. Tobar (County Counsel)
Theresa Vasquez (Health & Human Services)
Muluneh B. Wube (Agriculture, Weights & Measures)

Verbatim cont'd

Jocelyn Porter (Clerk of the Board) was complimented for a job well done by a staff member of the County Airports.

"I want to let you know what excellent customer service we received from Jocelyn Porter. She was knowledgeable, helpful and extremely pleasant. It was an all around great experience working with her."

Brian Salmon (ARCC/Exemptions) was thanked for the "wonderful support" he provided to a client with a tax problem.

"He (Brian) was amazingly kind, intelligent and helpful. Everyone that spoke with him was so impressed."

The staff of the County's **Work Project Program (Probation)** received kudos for their efforts to clean, beautify and maintain the open space in many areas of the county.

Officer Curtis Butts was commended for his ability to motivate his crew into completing the task at hand and effectively supervise them. "He never fails to do a great job when he is here. If I could, I would ask for him every time."

Officer Mark Tusi more than pleased a Lemon Grove resident with the cleanup of an earthen drainage ditch near his home. "The (Work Project) crew does a better job than the city guys with machines. These guys are making it nice. I've never seen the creek so clean."

Officer Marcia Morris and her crew were complimented for a job well done by a member of the Alpine Road station. "Officer Morris and her crew did an excellent job while cleaning up litter on Interstate 8. She completed much more work than I anticipated and I was very pleased with the work production."

In Memoriam

Gustave E. Anderson (Air Pollution Control, 1988) 6/07
Antonio C. Baldonado (Health & Human Services, 2005) 7/07
William Baranick (Revenue & Recovery, 1990) 7/07
Louis R. Canepa (Land Use and Environment, 2005) 7/07

Audrey Dick (Sheriff, 1989) 8/07
Earl Galloway (Probation, 1983) 8/07
Dorothy M. Gerlach (Health & Human Services, 1995) 7/07
Tomas F. Gonda (Health & Human Services, 1989) 7/07
Julian M. Guerrero (Public Works, 1977) 7/07
James O. Hawbaker (Municipal Court, 1980) 7/07
Dixie D. Hawks (Superior Court, 2004) 8/07
John R. Henley (Assessor, 1994) 7/07
Sandra K. Hunter (Health & Human Services, 2007) 7/07
John J. Ingalls (Health & Human Services, 1986) 7/07
Naomi P. Lewellen (Welfare, 1977) 7/07
William Macomber, Jr. (Public Works, 2001) 7/07
Ralph W. Middlebrooks (Public Works, 1971) 7/07
Ophelia L. Post (Health & Human Services, 1985) 6/07
Patricia VanSickel (Superior Court, 1992) 7/07
Phyllis Watters (Library, 1987) 8/07
Harriett E. Zipse (Health & Human Services, 1987) 8/07

Our thoughts and prayers are with the family and friends of active County employees Elvia E. Carrillo, Probation (8/07) and Lawrence E. Randall, Agriculture, Weights and Measures (7/07).

Retirements

Elsa L. Arenas (County Counsel)
Josefino D. Arquillo (Sheriff)
Thomas J. Barnes (Health & Human Services)
Remedios A. Bernardo (Assessor/Recorder/County Clerk)
Thomas E. Bickhaus (Health & Human Services)
Gloria A. Clark (Health & Human Services)
Xavier A. Corbala (Probation)
David M. Corn (Sheriff)
Barbara J. Curtis (Sheriff)
Bob S. Deguzman (Health & Human Services)
Karen M. Deharo (Health & Human Services)
Setsuko Doan (Health & Human Services)
Rebecca J. Edwards (Health & Human Services)
Marsha A. Fortenberry (Health & Human Services)
Charles J. Graber (Health & Human Services)
Dann Grace (Sheriff)
Conrad A. Grayson (Sheriff)
Patricia A. Green (Health & Human Services)
Carrie E. Hall (Planning & Land Use)
Diane C. Hall (Health & Human Services)
Randy J. Harris (Health & Human Services)
Lynda A. Hoban (Probation)
Judith M. Hood (Health & Human Services)
Connie M. Horst (Health & Human Services)
Christi M. Hussainy (Probation)
Rhonda J. Jones (Superior Court)
Beatrice R. Lewis (Health & Human Services)
Angela E. Macias (Sheriff)
Darlene D. McCoy-Johnson (Health & Human Services)
Cheryle L. Meyer (Sheriff)
Cindy L. Monohan (Health & Human Services)
Teresita G. Nazal (Health & Human Services)
Leonora R. Nelson (Health & Human Services)
Jo-Ann Olden (Health & Human Services)
Gerald H. Pearce (Health & Human Services)
Diana A. Prince (Health & Human Services)
Gary L. Pryor (Planning & Land Use)
Geraldine Y. Sampson (Superior Court)
Lucille A. Sanford (Air Pollution)
Dora N. Short (Probation)
Frank R. Slaymaker (Child Support)
David L. Swartz (Sheriff)
Edward C. Thomas, Sr. (Health & Human Services)
Leslie C. Vicedo (Health & Human Services)
Patricia A. Williams (Health & Human Services)
Myra J. Winget (Sheriff)